

Idaho Commission for the Blind and Visually Impaired

Regular Board Meeting

October 23, 2015

Boise, ID

Board Member Present: Britt Raubenheimer, Chair; Mike Gibson, Vice Chair; Sue Payne; Travis Beck and Al Schneider.

ICBVI Staff Present: Nancy Wise, Greg Metsker, Raelene Thomas, Gina Washburn, Rocio Gil, and Candy Harris

Guests Present: Mike Walsh, Dana Ard, Becky Sherman, Jan Gawith, Ramona Walhof, Don Nepple, Howard Barton and Tony Bridges.

The agency mission statement was read by Raelene Thomas.

MOTION to amend the agenda of October 23, 2015 to add the approval of the October 9, 2015 Special Board Meeting Minutes as well as make another motion pertaining to those minutes, made by Sue Payne and seconded by Mike Gibson, all were in favor.

MOTION – On October 9, 2015, the Commission held a special meeting and went into executive session to discuss legal matters concerning a recent arbitration decision. The Commission intended to adopt a declaratory ruling when it came out of executive session, but neglected to do so. I move that the Commission recognize and cure this oversight and adopt the declaratory ruling, made by Sue Payne and seconded by Al Schneider, all were in favor.

MOTION to approve the minutes for the following ICBVI Board Meetings, July 30, 2015; September 28, 2015; and October 9, 2015, made by Sue Payne, seconded by Al Schneider, all were in favor.

Administrator's Report by Nancy Wise:

Welcome to Mike Walsh, our new Rehabilitation Services Chief. Mike officially begins work with ICBVI on October 26th. He will work a week at the Boise office getting orientated and going through the huge list Raelene has made for him. (Mike prepare yourself). The second week he will be attending the CSAVR & NCSAB Conferences with Greg and Trina in Seattle. After he returns from Seattle, he will begin shades training in the ATC for half days for three weeks. My thanks again to Matt Queen, for helping with this transition between Chiefs - stepping up to help with VR Case guidance with staff and approving time sheets. Jeff Weeks and Rocio Gill have added to their work load by participating in the Unified State Plan Meetings – much appreciated!

Trina and Nancy attended the Region X meeting on WIOA challenges on September 28-29, 2015. It was very interesting to hear what other states are doing in terms of implementation of new federal changes.

Raelene suggested an update to the ICBVI employee orientation manual which will be shared with new staff coming to ICBVI. This orientation manual describes the different programs within the agency, the

Board, the Administrator, information on employee benefits, such as medical and retirement information.

Candy, Jason, Merrilee, Jackie and Gayle and I conducted interviews for the two Rehabilitation Teacher positions this week. We have hired Deeann Bauer to fill the Boise position and she will begin November 23rd. Deeann is a past ATC student, and Jody Powell accepted the position in CDA. She currently has been working as a CRP. Again – thanks to those staff members who helped in this process, particularly Gayle Worthington assisting with referrals and clients in the CDA region. Both regional teams have been extremely flexible.

We are getting closer to a new A&A System for the agency; we hired a contractor, Randy Thomas, to implement the programming. Randy helped ICBVI with the implementation of our IRIS Case Management System back in 2011. Our IT Tech, Tom Duke is busy working on federal report updates for the WIOA changes and also many other tech support issues. We have also asked Larry Henrie to help out in the areas of IT for staff between the times he is teaching computer classes in the ATC. Thank you to all of them during this busy time here at ICBVI.

Over the summer we replaced the Idaho Falls vehicle that Matt Queen drives in the eastern Idaho area. We purchased a 2016 Ford Escape, to help out during those winter months and the rural locations that Matt drives to for clients. We are looking at possibilities of replacing the accessible bus for an accessible van, depending on how the agency budget looks after the settlement of the arbitration.

The dedicated ICBVI personnel continue to provide excellent service in all programs.

Mike Walsh gave a brief summary of his work history to the Board.

Consumer Input:

Dana Ard – A combined group of NFB Members, NRAER Conference participants, and students from the ICBVI came together to celebrate October 15th as white can safety day at the capital for a reading of the proclamation. The NFB Legislative Luncheon will be on January 18th at the Crystal Ballroom; Jan Gawith is in charge of this event and will be sending out invitations to the legislators. On the NFB September 26th Board Meeting, an announcement was made that they would be giving away 3 NFB Scholarships, with an application deadline of March 15, 2016. The NFB State Convention will be held in Lewiston on April 22-24, 2016 at the Red Lion Hotel. The NFB has also begun a fundraising program with Schwans, and will receive 20% of what people order. Please visit the website <https://www.schwans-cares.com/c/23867>, then click Shop to Give, this fundraising ends on December 15th.

Ramona Walhof – Discussed how ICBVI's budget has not increased in years according to the increase in population that they serve. ICBVI is not getting enough services out to the blind and she understands they need additional funding for staff to provide that service. Ramona felt like back in the 1980's that ICBVI had plenty of state match funding to see out all of the federal funding needed for training of clients. There is a reduction in services because there is no increase in funding and she feels like we do not offer free products like the NFB provides to the newly blind. Commissioner Gibson suggested that the ICBVI be better about notifying consumer groups about the dates of presentation to the JFAC (Joint Finance Appropriations Committee) and other important dates.

Don Nepple shared with the ICBVI board that the state of Maine is losing their Newsline Service because state funding was eliminated for this service. He feels we are lucky that we have it here in Idaho.

Business Enterprise Program Report by Gina Washburn:

Idaho National Laboratory - The vending route on the Idaho National Laboratory is 95% up and running. We are waiting for 3 more machines to complete the install. These machines should be delivered within the next two weeks. The transition is going smoothly and the new vendor is excited to be taking on this challenge. This was an unexpected expense for the program, but we did receive extra funds from the agency to help offset the cost. In speaking with the numerous contacts at the various INL sites, Gina has learned they are all hiring, and she is confident this will prove to be a good investment for the program and the vendor's benefits fund it supports.

Federal Fiscal Year End - We have made it through another year. Though Gina is still collecting the data for September, we have already surpassed the programs gross sales from last year. Thanks to the hard work of all the vendors it looks like we are poised to have gross sales of more than \$2 million this year! Gina will have complete details of the programs growth for the year at our next board meeting.

Rule Revisions - You should have all received the most recent rule revisions made in response to the suggestions from RSA. The Idaho Blind Merchants Committee has reviewed these changes as well. Their vote to pass them was contingent upon changes to two items they had already approved in 2014. After discussing this matter with Nancy we have determined the previously approved rules should stand as they are and we ask you, the board, to vote and approve the RSA revisions made since the last vote.

After further discussion with Gina about the Rule Revisions the ICBVI Board has asked her to review the rules one more time with the Vendors to decide if the definition of the Active Participation is what they want before the ICBVI Board approves the rules to go before the legislature.

Potential New Vendor - We have one current ATC student who is greatly interested in becoming a vendor. Gina will be meeting with her this week to discuss BEP in greater detail and begin the process of getting her referred to the training program. All of her instructors report she is a great candidate so Gina is very excited to get her started!

Some future growth for locations could include looking at Department of Corrections vending, over 75% of the states with Business Enterprise programs are involved with vending for their state Corrections Departments. This is something we could get into slowly if the new Administrator wants to take that challenge.

Independent Living and Sight Restoration Program Report by Nancy Wise:

During this FFY 2015 the RT's have served 727 older blind and 96 IL clients. The VRA's are currently working with 45 individuals providing sight restoration services and throughout the regions have 35 individuals in referral status.

April Mills the rehabilitation teacher in Pocatello and Brenda Knight the instructor in Twin Falls will complete a Dual Sensory Training Course offered online through Stout University. This training opportunity will provide them more knowledge in aspects of vision loss, hearing loss, and deaf/blindness.

The Low Vision Clinic saw 470 patients this fiscal year, and the 2016 clinic schedule is complete. The regional rural clinics have been scheduled for March (Twin Falls) and October. One thing new in the

clinic is that we are using ICD10 medical coding as of 10/1. Lynn reported some interesting stats: ICD9 had about 13,000 codes. ICD10 has about 68,000. We only use a subset of these codes in the clinic but there is still a significant increase in codes needed for our clinic billing. The change allows for more precise diagnosis codes for a much longer charge ticket. Lynn has made this conversion process a smooth one so far.

We have added a new demo CCTV – the DaVinci to the store. Brenda Knight in Twin Falls also has one to loan. This machine will magnify or do text to speech.

The recent Independent Client Satisfaction Survey indicates FFY 2015 was an outstanding year of service provided by ICBVI Rehabilitation Teachers, and Low Vision Clinic/Store and additional help from Jackie and Merrilee.

An Independent Living Satisfaction Survey has been completed for FFY 2015.

Older Blind Surveys Completed: 75

Question 1: On a scale of 1 to 5, with one being poor and 5 being excellent, please rate how well the ICBVI Staff explained the services available to you through the independent living program? Average score 4.89

Question 2: On a scale of 1 to 5, with 1 being none and 5 being all, did you receive the services you requested? Average score: 4.91

Question 3: On a scale of 1 to 5, with 1 being poor and 5 being excellent, please rate your satisfaction with the services you did receive. Average score: 4.93

Question 4: On a scale of 1 to 5, with 1 being poor and 5 being excellent, please rate the timeliness of the services you did receive. Average score: 4.86

Question 5: Would you recommend this program to a family member or friend with vision loss?
Yes: 75 No: 0

Question 6: Did you have an appointment at our Low Vision Clinic in Boise? Yes: 32 No: 43

*If so, were you satisfied with the services you received here? Yes: 32 No: 0

IL (under 55) Surveys Completed: 20

Question 1: On a scale of 1 to 5, with one being poor and 5 being excellent, please rate how well the ICBVI Staff explained the services available to you through the independent living program? Average score: 4.95

Question 2: On a scale of 1 to 5, with 1 being none and 5 being all, did you receive the services you requested? Average score: 4.95

Question 3: On a scale of 1 to 5, with 1 being poor and 5 being excellent, please rate your satisfaction with the services you did receive. Average score: 4.95

Question 4: On a scale of 1 to 5, with 1 being poor and 5 being excellent, please rate the timeliness of the services you did receive. Average score: 4.85

Question 5: Would you recommend this program to a family member or friend with vision loss?

Yes: 20 No: 0

Question 6: Did you have an appointment at our Low Vision Clinic in Boise? Yes: 14 No: 6

*If so, were you satisfied with the services you received here? Yes: 14

Vocational Rehabilitation Program Report by Raelene Thomas:

Special thanks goes out to the Rehabilitation Services Chief Interview Committee, Nancy, Greg, Sue Payne and Mike Gibson for hiring our new Chief, Mike Walsh, who starts with us on October 26th. It is not easy to replace that position, but I believe Mike will be a good fit with the staff.

Rocio Gil and Jeff Weeks have been attending weekly WIOA meetings working with other core partners on the Unified State Plan until Mike is on board. The core partners are Title I – Adult, Dislocated and Youth Programs which is administered by Idaho Department of Labor (DOL); Title II-Adult Education and Family Literacy Program administered by Professional Technical Education (PTE); Title III-Wagner-Peyser/Employment Services, administered by DOL; Title IV – Vocational Rehabilitation (IDVR & ICBVI); Senior Community Service Employment Program – Office on Aging; Trade Adjustment Program – DOL; Veterans Outreach Program-DOL; Unemployment Insurance-DOL; and Carl D Perkins Grant-PTE.

An RSA Technical Assistance Circular was released on August 17, 2015 to the VR agencies outlining what the vision is for State VR Services Programs and WIOA. RSA believes that the amendments to the VR program made by WIOA will:

1. Strengthen the alignment of the VR Program with the other core programs of the workforce development system through unified strategic planning, common performance accountability measures, and requirements governing the one stop delivery system.
2. Emphasize the achievement of competitive integrated employment by individuals with disabilities, including individuals with the most significant disabilities.
3. Expand services to support the transition of students and youth with disability from secondary education to postsecondary education and employment.

One requirement of the Unified Plan is data integration (sharing) amongst the core partners to prevent duplication of client information. Because the core partners have invested so much money into their own management information systems, they will pursue an option of connecting all systems to allow them to communicate with each other, but until the solution is implemented, Idaho will participate in ad-hoc data sharing through data sharing agreements.

In-service training was here in Boise on September 23rd & 24th, most of the staff attended. The topics included, effective communication, parts of the eye and how to read eye reports given by Dr. Dwight Hansen, a presentation from PERSI on retirement benefits, and a presentation from one of our own VR Counselors, Jackie Stallings, which was on Social Perceptions of Disability.

Some VR Counselors have also attended the Northern Rockies Regional AER Conference held here in Boise and the Community Partnerships of Idaho Annual Conference, which were both in October.

Program Statistics: The FFY 2015 officially ended on September 30th. New applications – 193/178 – 108% of goal; Eligibilities – 157/136 – 115% of goal; New IPEs – 156/105 – 148% of goal; Successful

Closures – 85/81 104% of goal; Rehabilitation Rate –74.49%. Total served for the year 528. I want to give the VR Counselors a big thank you for keeping their focus on clients during this time between Chiefs.

According to the IRIS report, it looks like we passed all but one of the Performance Indicators for the VR Program. This was the self-supporting which means - the change in the percentage of individuals who are primarily self-supporting. Of individuals in competitive employment, this indicator is the difference between the percent whose primary source of support at the time they applied for VR services was reported as personal income and the percent whose primary source of support at exit was reported as personal income. An agency serving individuals who are blind must meet or exceed a mathematical difference of 30.4%. Our percentage was 22.86%.

Raelene investigated this number a little further after the board meeting and we had over 90 errors show up in the Federal 911 draft report which will have an effect on this percentage. So after those errors are identified and corrected, this percentage should be within normal range of 30% or higher.

Dana Ard asked if we have any statistics on the physical restoration cases on whether they are blind or visually impaired, and those that we are serving from year to year. Raelene replied that we do not track those but we could.

Howard Barton asked if we had examples of the types of successful closures, what kind of jobs people were getting from receiving ICBVI VR Services. Raelene did not have that information at the time, and it was suggested that we put these on our public website.

Assistive Technologist Update

Social Media: Since July 21 we have seen an increase of 12 fans, from 232 to 244 with an average reached of 63.89 people per day. An average of 4.89 people per day engaged with content by clicking on, liking, or sharing a post, and 7 people, on 6 different days, hid content from ICBVI, providing negative feedback. This is an average of 0.083 users per day.

Facebook has changed some of the information available. The following 2 stats will be new. Our videos were watched 16 times since July 21 and since July 21 an average of 2.1 people per day are “talking about ICBVI”. “Talking about” includes people liking the Page, posting to the Page's timeline, liking, commenting on, or sharing one of the Page posts, answering a question posted, responding to an events, mentioning the Page, tagging the Page in a photo, or checking in at our location.

Assessment & Training: Laine wrapped up home instruction with a home maker in Ontario in August. She provided virtual training for 4 transition students in Idaho Falls, Twin Falls, Lewiston and Coeur d’Alene, and soon to be adding a 5th student in Northern ID. Direct instruction was provided for a paraprofessional with the West Ada School district, and she continues to provide virtual training and support.

Laine conducted a needs and environmental assessment for 3 independent business owners in the Treasure Valley. She conducted an environmental assessment for a client at The Youth Ranch, Broadway store, and conducted an environmental assessment and began software compatibility testing at the J.R. Simplot Co. In Lewiston, Laine provided follow up training and support for 8 clients. Laine supported Brenda with information and consultation through the assessment, software compatibility

testing and implementation of AT on a job site in Twin Falls. Brenda did a great job.

Outreach: Laine was recently featured on the American Foundation for the Blind, Career Connect web page for National Disability Awareness month. She presented at the Northern Rockies AER Conference on disability awareness and ICBVI services to Blue Cross Blue Shield of Idaho with Rocio and Jeff. She also conducted an AT assessment for a blind foreign exchange student attending Boise high. Laine is providing ongoing support to staff at the West Ada School District for creating accessible materials. She participated in the first Access Technology Committee meeting for the Idaho School for the Deaf & Blind board. Laine met with Information Technology staff from the Eagle, Meridian and Boise public Libraries to discuss increasing access to library digital content and strategies for increasing patron awareness of AT.

Laine has also begun preliminary College Days planning and has attended the quarterly Idaho Assistive Technology Project, Advisory Council meetings, serving as our representative, and vice chair.

Thank you's: Scott, Larry and Justin in the ATC for helping cover some direct instruction and assessment needs Laine was unable to meet because of conflicts. Brenda, Heidi and Gayle for supporting virtual training in their regions and Jeff for putting up with Laine through College Days.

Fiscal Report given by Nancy Wise for Trina Ayres:

The state fiscal year 2016 appropriations are as follows:				Expended:	Percentage:
Personnel	-	General Fund	\$ 738,500	170,436.81	23.07%
		Federal Fund	1,886,500	513,822.79	27.23%
		Adaptive A & A	19,100	5,864.46	30.70%
Operating	-	General Fund	\$ 51,900	33,932.25	65.38%
		Randolph-Sheppard	27,600	2,510.75*	9.09%
		Rehab Revenue (SSA)	-0- **	-0-	-0- %
		Miscellaneous	28,100	6,865.78	24.43%
		Adaptive A & A	97,900	13,505.49	13.79%
		Federal Fund	533,669***	166,672.16	31.23%
Capital Outlay - Federal Fund			22,331***	22,331.00	100.00%
Trustee/Benefit -		General Fund	599,200	36,857.21	6.15%
		Randolph-Sheppard	100,100	6,050.00	6.04%
		Rehab Revenue	47,300**	20,379.95	43.08%
		Miscellaneous	56,300	43,525.80	22.68%
		Federal Fund	541,500	223,195.68	41.21%
Total	-		4,750,000		

Items to note on this report:

*The amount being reported in Fund 0210 Operating is less this report than the July report due to a payment being made to the operator at Gowen before the revenue was received. Typically the receipt of revenue and the payment happen simultaneously netting a zero expenditure.

**Operating in Fund 0288 was transferred to Trustee/Benefit mostly for use in the Independent Living Programs; \$10,700 is for BEP use. A total of \$89,747.37 in Social Security reimbursements has been received this fiscal year.

***Operating in the Federal Fund was transferred to Capital Outlay to purchase a vehicle for Idaho Falls/Pocatello.

Assessment and Training Center Program Report by Greg Metsker:

The ATC Fall term is well under way at this point. We have 12 students currently, with two more scheduled to start training in the next couple of weeks. We had one other student who was here for the first two weeks of the term for some specific training in Computer and Mobility, but she is working and was only able to take off two weeks before she had to go back to work. The students are from all over Idaho, including Lewiston, Heyburn, Kimberly, Caldwell, Boise, Moscow, Burley and Meridian. Seven of the current students are full time and five are part time.

This term we have an unusually large number of clients who requested multiple computer classes each day and that coupled with the fact that almost all of the students are also taking Braille, created a situation where Scott and Larry would have had a large number of students in each class. Given the demand for those classes this term, we are once again contracting with Alison Steven to teach two classes of Braille a day which allows Scott to teach more computer classes, which in turn keeps our student to teacher ratio down to a productive level in both classes. When Alison has been unavailable, Becky Sherman has come in to help us out as well. We are extremely fortunate to have these highly qualified, capable people who are willing to help as needed in the ATC.

Justin completed his training in the ATC in September and is now teaching Shop class full time. He is doing well and is rapidly getting the hang of working with students and teaching non-visual methods of working in a shop. It usually takes a year or so for new Instructors to develop their methods of teaching and to create a consistent vocabulary they will use to describe tasks and tools to students. Justin is well on his way.

I just sent the last SWEP related invoice to accounting last Wednesday, so SWEP 2015 is finally in the books, and we are beginning to plan for SWEP 2016. Larry has been helping find jobs for the kids the last couple of summers, and he has already been in contact with potential employers for next summer. At this point he has secured a job at Zamzows for at least one participant. In the next month or so we will begin updating the application materials so we can send them out to the Counselors in December and get that process started for next summer. I am anxious for the WIOA rules and regulations to be finalized, so we will know for sure what the criteria are for PETS. We will need to make sure that we provide all the required services next summer for our SWEP participants.

The ATC served forty seven clients in the training center in FFY2015. Of those forty seven clients, seventeen were here for specific programs such as SWEP, College Days and Discovery Days, 2 participated in ATC training and also one of the special programs and the remaining twenty eight were here for just the ATC. Of the thirty ATC students, eighteen of them stayed in the dorms while they were in training.

ATC attendance by regions (30 total):

Region 1 = 2 clients (6.6%); Region 2 =4 clients (13.3%); Region 3 = 19 clients (63.3%); Region 4 = 3 clients (10%); Region 5/6 = 2 clients (6.6%).

New Business:

The ICBVI Board Meeting date has been set for Tuesday January 19, 2016 here in Boise.

MOTION: The ICBVI Board will conduct an Executive Session, as allowed by Idaho Code Section 74-206(a), for the discussion of hiring a new ICBVI Administrator.

Roll Call Vote to move into Executive Session 74-206(a) at 12:40 p.m.

Commissioner Raubenheimer: Yes

Commissioner Payne: Yes

Commissioner Gibson: Yes

Commissioner Schneider: Yes

The search committee for hiring a new Administrator is Britt Raubenheimer, Sue Payne, Mike Gibson, Al Schneider, and Candy Harris, ICBVI Staff representative.

The ICBVI Board and ICBVI Staff representative resumed into the open regular session at 2:30 p.m.

Meeting adjourned at 2:35 p.m. Minutes respectfully submitted by Raelene Thomas on November 2, 2015.